

**Sam Houston State University  
Office of the Registrar**

**Resignation Process**

Receive Resignation from Student

- Perfect Form Resignation Request or an email from the student are received through the [registrar@shsu.edu](mailto:registrar@shsu.edu) email box
  - If the student request to resign by email please send the following email to the student.  
“Hello Student,  
To submit a resignation request via email please respond with the following information from your SHSU email account:  
-Your Name (First, Middle, and Last)  
-Your Sam ID number  
-Your SHSU username  
-The semester you wish to resign from (ex: Spring2018)  
-A statement acknowledging you understand the resignation policies and procedures

The policies and procedures can be found [here](#).

**Note:** Your resignation is effective the date this request is received by the Office of the Registrar. Resignations submitted after 5:00PM, but before the resignation deadline, will be processed on the following business day.

If you have any questions or concerns please contact our office at 936-294-1040 or by email at [registrar@shsu.edu](mailto:registrar@shsu.edu).

(Your Signature)”

- Once the email is received in the [registrar@shsu.edu](mailto:registrar@shsu.edu) email box verify that the following information is included:
  - Sent from the student’s SHSU email account
  - Include Sam ID number
  - Include username
  - Include semester they are resigning from
  - Include statement of acknowledgement of resignation policies and procedures

- Print form or email

Process Form or Email

- Check TSICSRV for payment, this and the date will determine the resignation code
- In SZAREGS enter Term(verify with form), Sam ID Number, Resignation Effect Date, and Hold Override Code if required

- Select “Go”
  - Once in SZAREGS, check student’s minimum hour requirement.
    - If present then select “Student Term” and check Student Type, Resident, and Academic Standing
      - International Student = Contact Office of International Programs for permission to resign them (attach permission email to form)
      - Student Athlete = Contact Athletics for permission to resign them (attach permission email to form)
      - Suspended Student = Change academic standing to AP and continue with resignation. Once resignation is complete, change back to Suspended
  - Down page into list of classes
  - In the Status column of the classes enter appropriate resignation code
    - DD/Delete= No payment made in TSICSRV
    - DB= Payment + Resign before census date
    - RD= Payment + Resign after census date
- If first class day or later enter Resignation Date into SFAWDRL
- Write Processed Date and Processor name on document
- Hold form for Reconciliation Process

#### Reconciliation Process

- Open Resignation Report – Perfect forms found in T:Drive
  - This can be found at T:\REG\Resignations\Resignation Reports\Resignation Report – Perfect Forms.xlsx
- Request Resignation Report from Stephen
  - Organize list from oldest to newest based on submit date
  - Compare this list to the Resignation Report on T:Drive
    - Add students from Stephen list not yet included on the report
    - Correct the Sam ID formatting of the newly added students
    - Add Students to report that have resigned via Email
- COGNOS Resigned Student Report
  - This report can be found by going to Mysam>Employee Tab> COGNOS reports> Registrar> Restricted Campus Reports> Resigned Students Report
    - Select the ► symbol to the right of the report
    - Select “Excel 2007” from the Drop down menu labeled Format
    - Under Delivery select the option “Send me the report by email”
    - Select “Run”
    - Enter the Academic Period (Verify what semester is being resigned ex:201820)
    - Select desired date range
    - Select “Finish” and “OK”

- The Resigned Students Report will arrive in SHSU email of the individual who requested it
- Remove unneeded information from the report
  - Needs to have : Sam ID, Name, Registration Status, Resigned Date, FA Registration Status and FA Resigned Date
- Organize list from oldest to newest Resigned Date
- Compare Resigned Date with FA Resigned Date
  - Check form or email if dates do not match
- Compare this report to the T:Drive Resignation Report
  - For each student verify the Resignation Date
  - For each student on COGNOS report enter the Resignation Code onto the T:Drive Report
- After these reports have been compared and the T:Drive Report has been updated, any students without a Resignation Code will need to be entered into the COGNOS General Student Report
- COGNOS General Student Report
  - This report can be found by going to Mysam >Employee Tab > COGNOS reports > Registrar > Restricted Campus Reports > Training Required > General Student Report
    - Select the ► symbol to the right of the report
    - Select “Excel 2007” from the Drop down menu labeled Format
    - Under Delivery select the option “Send me the report by email”
    - Select “Run”
    - Select box for correct Registered Academic Period
    - In Output Selection, check boxes labeled “Student Demographics” and “Registration Information”
    - Add and Insert Sam ID’s for all students without Resignation Code
    - Select “Finish” and “OK”
  - If the students without a Resignation Code does not show up on this report then the student is DD/RR or DD/Delete
    - This information needs to be verified by checking their SFASTCA in Banner
  - If the student does appear on the report then further investigation is required for the student
    - Check Resignation Request Form
    - Check SFASTCA
    - Check SZAREGS
    - Check SFAWDRL
  - Once the problem is found and corrected, the information for the student will need to appear updated on reports before their Resignation Code can be added onto report and resignation communication can be sent

#### Resignation Communication

- Verify that the Resignation Report located in the T:Drive has been updated and saved

- Open WatchList Document
  - This document can be found at T:\REG\Resignations\Resignation Reports\WatchList.csv
  - Copy Sam ID numbers for all newly added students that have a Resignation Code
  - Paste the Sam ID numbers in WatchList.csv, starting at cell A2
  - Cell A1 should be labeled "Sam ID"
  - Save document
- Log into Campus Connect
  - On right of page select icon that has a + and a flag
  - Select "Actions" under Watch Lists
  - Select "Upload Watch List"
    - Choose "New Watch List" from drop down menu and select Confirm
    - Name the new watch list "ResgReport(Date)" and select Confirm
    - Choose "WatchList.csv" from its correct folder and select "Click to upload the file"
    - Select "Sam ID" from drop down menu and select "Save"
    - Select "View my Watch Lists"
- Send Email to Students on Watch List
  - Click on the name of the correct Watch List
  - Either select ALL or select specific students to be emailed
  - Select "Send Message" from Actions drop down menu
  - Enter "Resignation Processed" into the subject line
  - Enter "Hello Student,  
 Your resignation request for the (semester) has been processed.  
 Contact Financial Aid at 936-294-1774 or Residents Life at 936-294-1812  
 if their services apply to you, to inform them of your recent resignation.  
 If you have any questions or concerns contact our office at 936-294-1040  
 or by email at [registrar@shsu.edu](mailto:registrar@shsu.edu) .  
 Thank you,  
 Registrar's Office
  - Select "Send Message"
- Add Advisement Appointment Report to accounts of students on Watch List
  - Click on the name of the correct Watch List
  - Either select ALL or select specific students to have report added to account
  - Select "Advising Appointment Report"
  - For Reason enter: "REG- Resignation"
  - Select "Email" for Meeting Type
  - Enter "Registrar's Office" for Location
  - Enter "Student submitted a resignation request for the (Enter Semester and Year) semester on (Enter date submitted). The request was processed on (Enter Processed Date).
  - Select "Save this Report" and the report will be saved to the profile of all selected students

- Write date on every Resignation Request Form in the space labeled “Campus Connect Date”
- Place all completed Resignation Request Forms in the box labeled “Resignation” to be BDMS’ed



# Resignation Process

Phase

